Montana
INTERACTIVE

E-GOVERNMENT EFFORTS FOR MONTANA
Montana Interactive General Manager's Report

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Executive Summary

Non-Monetary Transactions

# of transactions processed to date ………………………………………………………………….. 3,963,121

Monetary Transactions (processed by Montana Interactive)

# of transactions processed to date ………………………………………………………………...... 4,883,511

Gross amount collected to date (includes agency identified statutory/rule and any add'l fees) ……. $220,144,410

Total Dollars Processed through all eGovernment Services offered by the State	220,144,410
Total Dollars Remitted to the State (statutory/rule fee)	(213,418,393)
Total Net Revenues to Montana Interactive before operating expenses	**6,726,017**
Types of Revenue Breakout	
Agency Funded Services (Time and Materials)	757,643
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	5,968,374
Total Portal Revenue	**6,726,017**
Payment Processing and Other Operating Costs	(4,209,071)
Total Operating Income	2,516,946
Total Provision for income taxes	(1,024,082)
Net Income	**$ 1,492,864**

Other Operating Costs invested in Portal operations include:
* Providing online and mobile connections to government * Developer costs (initial development & ongoing)
* Project Management & Marketing * Infrastructure (hardware, software, hosting, etc.) * Security & Compiiance Costs

Other Monetary Transactions (payment info collected but not processed by Montana Interactive)

# of transactions processed to date (Business Tax Express) ………………………………………. 112,447
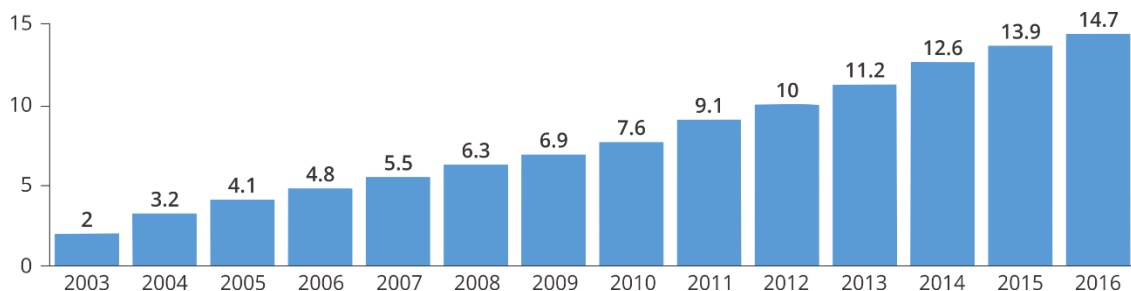
Gross amount collected to date (Business Tax Express) ……………………………………………… $197,026,089

State Costs Avoided (since start of contract 2001)

Cumulative cost savings to the state ……………………………………………………………………… $14,725,235

The "State Costs Avoided" of over $14.7 million represents the total amount the state has saved through its longstanding partnership with Montana Interactive and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.

Cost Savings to the State of Montana
Through use of the Self-Funded Model
(millions of dollars)

Year	Savings
2003	2
2004	3.2
2005	4.1
2006	4.8
2007	5.5
2008	6.3
2009	6.9
2010	7.6
2011	9.1
2012	10
2013	11.2
2014	12.6
2015	13.9
2016	14.7

Overview of eGovernment Activities Achieved in Q3 2016

27 eGovernment activities were launched and/or addressed during Q3 2016. This includes **1** new customized eGovernment services/major enhancements to existing services, **4** Over-the-Counter payment solutions, **4** Conference & Training Registration services, **2** ePass Service Provider integrations, and **16** enhancements and additions to existing eGovernment services. See page 5 for the list of all eGovernment activities achieved in Q3.

Success Stories: Services Making a Difference

MERLIN Payment Portal, Department of Justice
The much-anticipated launch of the Department of Justice, Motor Vehicle Division's MERLIN Payment Portal occurred in the early portion of Q3! Upon the launch of this new service, Montana citizens can now pay for MVD Driver's License offered services across the state electronically, using a credit/debit card or electronic check. Previously customers had to pay for services with cash or check. Although a seemingly simplistic service from the citizen's perspective, the MERLIN Payment Portal is a customized solution developed to fill a long-standing void for MVD customers while also creating significant efficiencies for MVD staff.

ePart Payment Integration, Department of Transportation
The Department of Transportation launched its new ePart service in Q2, however, it has started to hit full stride in Q3 in terms of user adoption. This exciting MDT service is offered in partnership with their vendor, Celtic Systems, while integrated into the state's payment processor. This service allows Motor Carrier customers to pay the various fees owed to the Department including application and permitting fees.

MI Adopts a Modified Agile Project Methodology Approach

With many of our state partners switching to an Agile methodology, the time was right for Montana Interactive to formally adopt this methodology as well. Early in Q3, the MI development and project management teams underwent Agile Project Methodology with Scrum Training through iKuw, a Montana-based training provider. As with all things at MI, our partners come first so we engaged in an additional 2 days of training to concentrate on making this methodology work best for our partners.

MI took the core SCRUM practice, integrated user-centered-design techniques, and some of the best attributes of our current waterfall approach to derive a modified agile methodology that is flexible enough to meet our partners' varying needs. Our first 3 agile based projects highlighted how important this flexibility is and how proper application of the methodology can lead to success. These projects could not have been more different, however, the one thing they had in common was that at least one of the core Agile principals lead to their success.

Our first agile project was an enhancement to the Conference & Training Registration service with the Department of Administration. There was an established backlog, a fixed timeframe, and the DOA project team were the primary stakeholders. This allowed us to follow a fairly traditional Agile approach. We executed 3 sprints and were able to incorporate all high priority items in the final release. The key to success was delivering production-ready code on every release which put DOA at ease about the impending deadline and allowed them to continually look forward in the project.

The second major Agile project executed was with the Department of Revenue. This project has a clear vision, no backlog, a large and diverse stakeholder pool, and a strong project management team on the agency side. For this project we essentially have Scrum Masters on both sides working in collaboration. MI participates in securing and maintaining stakeholder buy-in and DOR helps with story development and backlog grooming, it is truly a collaborative effort. The greatest component of the agile methodology for this project is the backlog management. The agency is able to prioritize stories that are fully developed ahead of those that are not which has led to efficient development and encourages stakeholders to make decisions in a timely manner. Another asset is the designs sprints that were added as a compliment to the core SCRUM methodology. The biweekly design walkthroughs are key to stakeholder buy-in and the feedback is invaluable for both the DOR and MI teams.

Finally, the Department of Justice's Online Drivers License Renewal service is a project with a fixed deadline, a fair amount of uncertainty, and limited time to gather requirements. This is another unique application of our agile methodology. The key to success thus far has been to weigh story prioritization more heavily towards core components rather that business value. The scope is fairly fixed so this is a valid approach and has allowed MI to begin coding the fundamental structure and high level components of the service immediately while giving the agency time to finalize details on the precise intricacies of the product. The design walkthroughs are also critical to help the agency develop the user experience over time and promote constant communication and feedback between the teams.

The MI team is excited both about the Agile methods learned and also the concepts and ideas for change that we have already begun to implement in our daily operations. This new approach to projects has not only improved MI's internal culture but more importantly, allows us to better serve our state, county and city partners.

eGovernment Activities – Q3 2016

Service	Agency	Entity Type	Service Type	Launched
Loans and Grants Create status report & project closeout form	Transportation	State	Enhancement Request	Sep/29/2016
Made in Montana create email template and add report columns	Commerce	State	Enhancement Request	Sep/27/2016
Delinquent HELP Premium Payments Over the Counter	Public Health	State	OTC	Sep/27/2016
TankHelper II - Data updates	Environmental Quality	State	Enhancement Request	Sep/20/2016
Over the Counter Payment Processing Reeder's Alley	Commerce	State	OTC	Sep/15/2016
Vehicle Registration Renewal Limit Number of Renewals to 15 (MI-187)	Justice	State	Enhancement Request	Sep/7/2016
Temporary Registration Permits After Hours Support (MI-172)	Justice	State	Enhancement Request	Sep/6/2016
Vehicle History Search User IDs in Vehicle Search Call (MI-194)	Justice	State	Enhancement Request	Sep/6/2016
Conference Registration - Responsive and State IT 2016 updates	Administration	State	Enhancement Request	Aug/29/2016
Employment Relations Division Over the Counter	Labor and Industry	State	OTC	Aug/16/2016
Made in Montana - create member summary info PDF	Commerce	State	Enhancement Request	Aug/11/2016
FWP Public Portal ePass Service Provider	Fish, Wildlife and Parks	State	ePass	Aug/3/2016
Executive Office Conference 2016	State Auditor's Office	State	Conference	Aug/4/2016
ePass Service Provider upgrade to SAML	Transportation	State	ePass	Aug/4/2016
Over the Counter Central Services Division ePayments	Agriculture	State	OTC	Jul/28/2016
Payment Portal - UM - University of Montana Tuition Payments remove "important message	University of Montana	University	Enhancement Request	Jul/21/2016
Child Support Payments add informational pop-out	Public Health	State	Enhancement Request	Jul/20/2016
MERLIN Payment Portal	Justice	State	Custom Application	Jul/16/2016
Temporary Registration Permits MI-133: Fee Code Change	Justice	State	Enhancement Request	Jul/16/2016
Temporary Registration Permits MI-169: Text Changes	Justice	State	Enhancement Request	Jul/16/2016
Temporary Registration Permits TRP- Deposit & Transaction File (in conjunction w/ Merlin Pmt Portal)	Justice	State	Enhancement Request	Jul/16/2016
Vehicle History Search Transaction and Deposit File	Justice	State	Enhancement Request	Jul/16/2016
Vehicle Registration Renewal Deposit and Transaction File	Justice	State	Enhancement Request	Jul/16/2016
Vehicle Registration Renewal Service MI-136: to Create 1 Statement for Multiple Vehicles	Justice	State	Enhancement Request	Jul/16/2016
2016 State Information Technology Conference	Administration	State	Conference	Jul/7/16
My Events 2 Go State of Montana IT Conference	Administration	State	Conference	Jul/7/16
16ht Annual MSF Medical Conference - Causation	State Fund	State	Conference	Jul/7/16

2016 eGov Activities by Service Category

The following service categories reflects the list of all eGovernment activities achieved in 2016. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by Montana Interactive and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

eGovernment Services & Enterprise Solutions

Customized Services & Major Enhancements
A customized eGovernment service is a service developed by MI in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

1 - new Custom eGovernment Services & Major Enhancements launched in the 3rd quarter 2016
6 – Custom eGovernment Services & Major Enhancements launched in 2016
268 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
MERLIN Payment Portal	**Justice**	**State**	Jul/16/2016
Livestock Reporting Updates for 2016 billing period	Revenue	State	Apr/28/2016
Burn Permits 2015 All County Enhancements	Lewis and Clark County	County	Apr/20/2016
Volunteers in Service to America (VISTA) Quarterly Reporting)	Public Health	State	Apr/14/2016
Prescription Drug Registry- Delegate Access	Labor and Industry	State	Apr/05/2016
Pilot and Aircraft Inventory	Transportation	State	Mar/09/2016

Over the Counter (OTC) Payment Solutions

An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be take in person or over the phone as well as the customer entering their payment information via the Internet.

4 - new OTC Payment Solutions launched in the 3rd quarter 2016
9 – OTC Payment Solutions launched in 2016
86 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Delinquent HELP Premium Payments Over the Counter	**Public Health**	**State**	**Sep/27/2016**
Over the Counter Payment Processing Reeder's Alley	**Commerce**	**State**	**Sep/15/2016**
Department of Labor & Industry Employment Relations Division Over the Counter	**Labor and Industry**	**State**	**Aug/16/2016**
Over the Counter Central Services Division ePayments	**Agriculture**	**State**	**Jul/28/2016**
Department of Transportation Administration and Motor Carriers Over the Counter	Transportation	State	May/24/2016
Unemployment Insurance Benefit Over the Counter	Labor and Industry	State	Mar/21/2016
Unemployment Insurance Contributions Over the Counter	Labor and Industry	State	Mar/11/2016
Department of Commerce - Board of Housing Phone Payment OTC	Commerce	State	May/04/2016
Public Health and Human Service Pool Plan Review & Inspection OTC	Public Health	State	Jan/05/2016

On the Go (OTG) Mobile Payment Solutions

The On the Go service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

No New OTG Mobile Payment Solutions launched in the 3rd quarter of 2016
0 – OTG Mobile Payment Solutions launched in 2016
2 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New OTG Mobile Payment Solutions in 2016			

Payment Processor Integrations – Common Checkout Page (CCP)

A Payment Processor Integration is an enterprise, public facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

0 – new Payment Processor Integrations occurred in the 3rd quarter of 2016
5 - Payment Processor Integrations occurred in 2016
36 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
MDT ePart Common Checkout	Transportation	State	May/24/2016
Ravalli County Black Mountain Payment Portal Integration	Ravalli County	County	May/02/2016
Roosevelt County Black Mtn WebPay Treasurers Office Payment Portal	Roosevelt County - Treasurer's Office	County	Apr/25/2016
USA Plants - State Payment Portal Integration	Agriculture	State	Mar/04/2016
OPI Payment Portal to connect to SB 410	Office of Public Instruction	State	Jan/07/2016

Shopping Cart Solutions
The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items security using a debit/credit card or electronic check.

<div align="center">

No New Shopping Cart Solutions launched in the 3rd quarter of 2016
0 – Shopping Cart Solutions launched in 2016
7 – Shopping Cart Solutions have launched throughout our partnership since 2001

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Service	Agency	Entity Type	Launched
No New Shopping Cart Solutions in 2016			

Enhancements to eGovernment Services

Enhancements to Existing eGovernment Services
An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

<div align="center">

16 – Enhancements launched in the 3rd Quarter 2016
52 – Enhancements have launched in 2016
522 – Enhancements have launched throughout our partnership since 2006*
* this information only started to be tracked in detail in 2006

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Service	Agency	Entity Type	Launched
Loans and Grants Create status report & project closeout form	**Transportation**	**State**	**Sep/29/2016**
Made in Montana create email template and add report columns	**Commerce**	**State**	**Sep/27/2016**
TankHelper II - Data updates	**Environmental Quality**	**State**	**Sep/20/2016**
Vehicle Registration Renewal Limit Number of Renewals to 15 (MI-187)	**Justice**	**State**	**Sep/7/2016**
Temporary Registration Permits After Hours Support (MI-172)	**Justice**	**State**	**Sep/6/2016**
Vehicle History Search User IDs in Vehicle Search Call (MI-194)	**Justice**	**State**	**Sep/6/2016**
Conference Registration - Responsive and State IT 2016 updates	**Administration**	**State**	**Aug/29/2016**
Made in Montana - create member summary info PDF	**Commerce**	**State**	**Aug/11/2016**
Payment Portal - UM - University of Montana Tuition Payments remove "important message	**University of Montana**	**University**	**Jul/21/2016**
Child Support Payments add informational pop-out	**Public Health**	**State**	**Jul/20/2016**
Temporary Registration Permits MI-133: Fee Code Change	**Justice**	**State**	**Jul/16/2016**
Temporary Registration Permits MI-169: Text Changes	**Justice**	**State**	**Jul/16/2016**
Temporary Registration Permits TRP- Deposit & Transaction File (in conjunction w/ Merlin Pmt Portal)	**Justice**	**State**	**Jul/16/2016**
Vehicle History Search Transaction and Deposit File	**Justice**	**State**	**Jul/16/2016**
Vehicle Registration Renewal Deposit and Transaction File	**Justice**	**State**	**Jul/16/2016**
Vehicle Registration Renewal Service MI-136: to Create 1 Statement for Multiple Vehicles	**Justice**	**State**	**Jul/16/2016**
Vehicle Registration Renewal MI-168: Text Change	Justice	State	May/17/2016
My Voter Page update for ADA Compliance	Secretary of State	State	May/10/2016
My Voter Page update absentee ballot text	Secretary of State	State	May/10/2016
Montana Heritage Commission Membership Services add vigilante membership	Commerce	State	May/03/2016
Secretary of State Monthly Refresh – Contact Information (Multiple Sites	Secretary of State	State	May/02/2016
Criminal History Online Records Search update FAQ	Justice	State	Apr/26/2016
University of Montana Tuition Payments Remove $10 fee	University of Montana	University	Apr/18/2016
Prescription Drug Registry- APRN Enhancement to Comply with Nursing Compact	Labor and Industry	State	Apr/05/2016
Prescription Drug Registry- Default End Date for New Relationships	Labor and Industry	State	Apr/05/2016
Prescription Drug Registry- Search Terms and Conditions for Delegates and Registered Users	Labor and Industry	State	Apr/05/2016
Prescription Drug Registry-Edit Account Info for Licensed User Currently Showing Blank E-Mail Address	Labor and Industry	State	Apr/05/2016
Income Tax Express Update payment text	Revenue	State	Apr/05/2016

Income Tax Express ACH Update for million dollar payments	Revenue	State	Mar/30/2016
Gambling ACH Update for Million Dollar Payments	Justice	State	Mar/30/2016
Livestock Reporting Add year to master livestock report.	Revenue	State	Mar/24/2016
Correctional Offender Network Change Location Label	Corrections	State	Mar/17/2016
Unemployment Insurance (UI4U) drop down for collection of data	Labor and Industry	State	Mar/11/2016
Burn Permits Lewis & Clark Cty validate addresses	Lewis and Clark County	State	Mar/10/2016
Vehicle Registration Renewal: MI-151 Allow AAMVA Characters	Justice	State	Mar/09/2016
Vehicle History Search: MI-151 Allow AAMVA Characters	Justice	State	Mar/09/2016
Temporary Registration Permits MI-158: And/Or When User Enters Information	Justice	State	Mar/09/2016
Temporary Registration Permits MI-157: Void Resolution	Justice	State	Mar/09/2016
Temporary Registration Permits MI-151 Allow AAMVA Characters	Justice	State	Mar/09/2016
Temporary Registration Permits MI-114: Behavior When Receiving Unknown XML from MERLIN	Justice	State	Mar/09/2016
Loans and Grants entry page text update	Transportation	State	Mar/08/2016
Criminal History Online Public Records Search- CHOPRS update Fee	Justice	State	Mar/01/2016
Unemployment Insurance (UI4U) - Create a Training Environment	Labor and Industry	State	Feb/25/2016
Annual Report - Remove Shares section from BEAR filing	Secretary of State	State	Feb/23/2016
Annual Report - Corporations Naming Registered Agents update	Secretary of State	State	Feb/23/2016
Child Support Payment Display - Login Security	Public Health	State	Feb/22/2016
ALS Performance Tuning	Fish, Wildlife and Parks	State	Jan/29/2016
ALS Electronic Signature	Fish, Wildlife and Parks	State	Jan/29/2016
Livestock Reporting Phase 4 - updates for 2016 reporting	Revenue	State	Jan/26/2016
Professional License List download update Boards listed	Labor and Industry	State	Jan/12/2016
Livestock Reporting - Token & Customer ID	Revenue	State	Jan/12/2016
Policy Premium Payments update SABHRS information	State Fund	State	Jan/04/2016

Conference & Training Solutions

Conferences and Training Registrations

The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.

4 - new Conference and Training Registrations launched in the 3rd Quarter 2016
15 – Conference and Training Registrations launched in 2016
762 – Conference and Training Registrations have launched since 2006*
* Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
Executive Office Conference 2016	**State Auditor's Office**	**State**	**Aug/4/2016**
2016 State Information Technology Conference	**Administration**	**State**	**Jul/7/16**
My Events 2 Go State of Montana IT Conference	**Administration**	**State**	**Jul/7/16**
16ht Annual MSF Medical Conference - Causation	**State Fund**	**State**	**Jul/7/16**
Montana Arbitrators Association 2016 Arbitration and Labor Relations Conference	Labor and Industry	State	May/23/2016
Montana Board of Housing 2016 Annual Housing Credit Compliance Training	Commerce	State	May/16/2016
MACo Annual Conference 2016	MACo	County	May/16/2016
CTR Main Street Montana Project Market Montana Symposium	Commerce	State	Apr/04/2016
ESGR Helena Job Service Job Fair	Labor and Industry	State	Feb/25/2016
Governors Summit on Invasive Species	Natural Resources and Conservation	State	Feb/22/2016
MBCC 10th Annual Crime Prevention Conference	Justice	State	Jan/21/2016
MBCC Vendor Fair	Justice	State	Jan/21/2016
11th Annual Building Codes Education Conference	Labor and Industry	State	Jan/07/2016
Great Falls Community Job Fair	Labor and Industry	State	Jan/07/2016
2016 Lifespan Respite Summit	Public Health	State	Jan/07/2016

Mobile Event Agenda

An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

0 - new instances of the Mobile Event Agenda application launched in the 3rd Quarter 2016
2 – new instances of the Mobile Event Agenda application launched in 2016
3 – Mobile Event Agenda application have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
State of Montana IT Conference (2016)	Administration	State	Jun/30/2016
Governor's Office of Economic Development – Montana Ambassador	Governor's Office	State	Jun/15/2016

ePass Montana – the State's Single Sign-on Solution

ePass Service Providers

ePass Montana is the state's single sign-on initiative offered by DOA in partnership with MI. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. MI provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

2 - new ePass Service Provider was configured in the 3rd Quarter 2016
5 – ePass Service Providers were configured in 2016
117 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider upgrade to SAML	**Transportation**	**State**	**Aug/4/2016**
FWP Public Portal ePass Service Provider	**Fish, Wildlife and Parks**	**State**	**Aug/3/2016**
ePass Service Provider School Immunization Reporting System (SIRS)	Public Health	State	Jun/09/2016
ePass Service Provider - MFSIS	Administration	State	Mar/21/2016
ePass Service Provider - SIMS	Secretary of State	State	Mar/21/2016

Other Services and Solutions

Alliance Partnerships

An alliance partnership is a service that is developed and maintained by one of MI's alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and MI serves as the contract oversight as the agency's contract is with MI. The alliance partner serves as a sub-contractor under MI via the master contract with the state.

No new Alliance Partnership Services launched in the 3rd quarter 2016
0 - Alliance Partnership Services launched in 2016
8 – Alliance Partnership Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services in 2016			

Other Related eGovernment Activities

Other eGovernment related services offered by MI include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.

No new Other eGovernment Related Activities were performed in the 3rd quarter of 2016
0 – new Other eGovernment Related Activities were performed in 2016
4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001
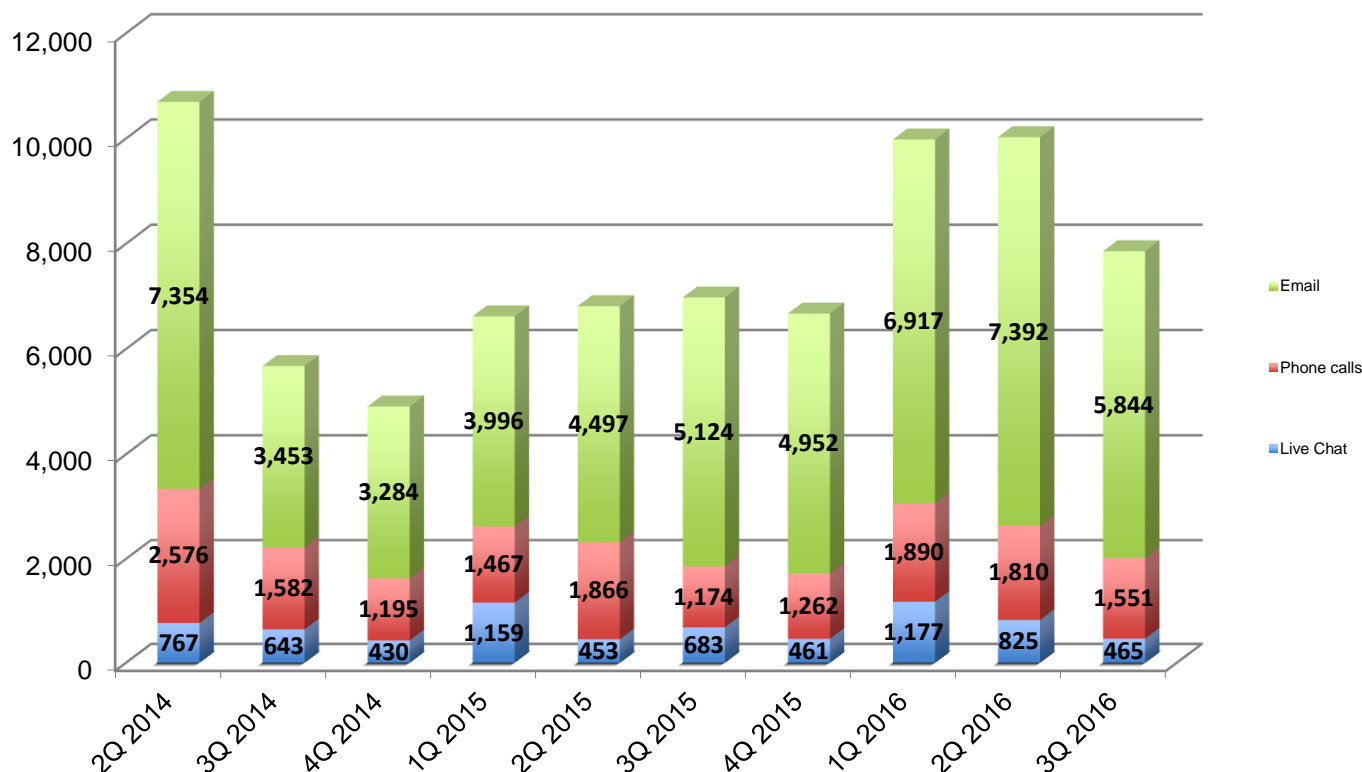
Service	Agency	Entity Type	Launched
No New Other Related Activities in 2016			

SABHRS and the State Treasury

On average, Montana Interactive sends over 500 SABHRS files each month and approximately 6,400 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.

CUSTOMER SUPPORT

The MI Helpdesk handled 7,860 customer inquiries in the 3rd Quarter 2016
27,871 customer inquiries handled by the MI Helpdesk in 2016

Chart legend: Email, Phone calls, Live Chat

Quarter	Email	Phone calls	Live Chat
2Q 2014	7,354	2,576	767
3Q 2014	3,453	1,582	643
4Q 2014	3,284	1,195	430
1Q 2015	3,996	1,467	1,159
2Q 2015	4,497	1,866	453
3Q 2015	5,124	1,174	683
4Q 2015	4,952	1,262	461
1Q 2016	6,917	1,890	1,177
2Q 2016	7,392	1,810	825
3Q 2016	5,844	1,551	465

SERVICE ACCESSES

Services with highest visits on app.mt.gov for 2016

| Service	Visits		Month	Visits 2015	Visits 2016
ePass Montana	1,376,319		January	779,881	663,216
Unemployment Insurance Filing	959,064		February	596,727	658,084
Convicted Offender Network	640,265		March	613,630	751,471
Child Support Payment Display	478,516		April	624,231	638,410
Hunting and Fishing Licenses	385,416		May	530,480	612,703
Business Entity Search	332,036		June	541,818	768,172
Temporary Registration Permit	231,641		July	573,684	550,982
Vehicle Registration Renewal (VRR)	159,433		August	545,964	579,806
Prescription Drug Registry	121,815		September	521,499	525,023
Business Entity Annual Reports	85,950		October	534,394	
Burn Permit	75,559		November	517,480	
My Voter Page	63,686		December	566,341	
			Total	**6,946,127**	**5,747,866**

In Q3, there were 281,342 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the custom eGovernment services developed by Montana Interactive. MI currently has 222 individual custom services.

User sessions by device for Q3 2016

36% mobile	**4%** tablet	**60%** desktop
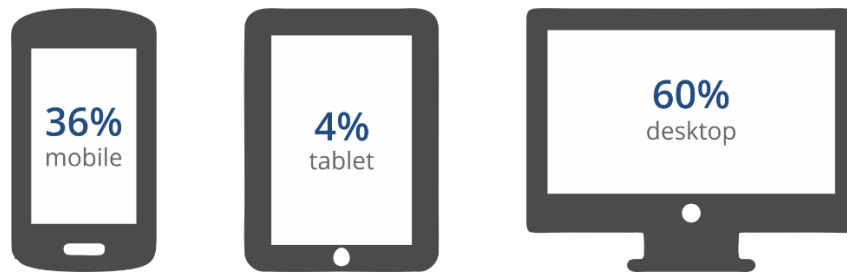
This represents the percentages of the 281,342 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q2

User sessions by browser for Q3 2016

chrome	internet explorer	safari	firefox
42%	34%	13%	5%
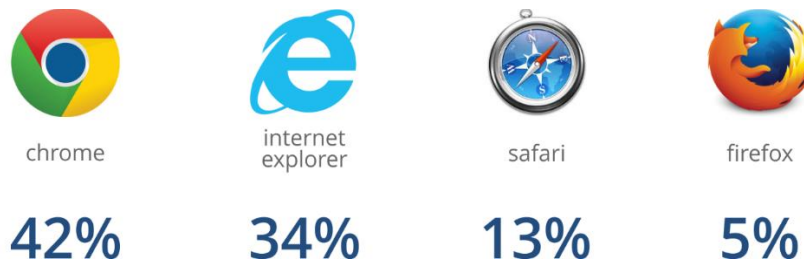
This represents the top four browsers used by citizens and businesses accessing Montana Interactive's custom eGovernment services. These percentages are based upon the 281,342 total user sessions in Q3

IN CLOSING

As always, I appreciate your time and welcome your thoughts and feedback.
I can be reached at 449-3468 x224 or bkolenberg@mt.gov.

Contact
INFORMATION

Website
PROFILE LINK

Respectfully Submitted,

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